

MTDB Response to Treasury Select Committee Nicky Morgan Letter

Annex 1

VAT Call data Jan –May 2019

VAT Helpline	Jan-19	Feb-19	Mar-19	Apr - 19	May - 19
Average Speed of Answer	06:57	11:16	12:15	13:40	16:19
Calls Answered	54,340	46,571	48,031	42,527	44,382
%Calls Answered In: Less than 2 mins	30%	9%	7%	5%	2%
02:00 to 04:59	14%	6%	3%	5%	1%
05:00 to 09:59	20%	15%	14%	12%	6%
10:00 to 19:59	36%	70%	73%	68%	71%
over 20 minutes	0%	1%	2%	10%	20%
Adviser Attempts	75,404	76,599	88,319	83,055	106,937